

| PRIORITY SIX: SUSTAIN ECONOMIC PROSPERITY | | | | |
|--|---|-----------------|--------------|---|
| Medium-Term Objective 11: Promote the Borough's economic activity and potential | | | | |
| ACTIONS IN SUPPORT OF MTO 11 | | | | |
| | | <u>Due Date</u> | <u>Owner</u> | <u>Comments</u> |
| 11.1 | Work closely with partners to produce a programme of local action to support the local economy. | | | |
| 11.1.7 | Work with tenants of commercial properties to provide assistance where possible to reduce the impact of the recession on their business. | Mar 2010 | CPS | ✓ Voids and arrears managed. |
| OPERATIONAL RISKS TO MTO 11 | | | <u>Owner</u> | <u>Progress on Mitigation Actions</u> |
| 11.1 | Council income not achieved. Mitigation: (Blank) | | CPS | Monitoring monthly. Revised/New Risk: None. |
| Medium-Term Objective 13: Limit the impact of the recession | | | | |
| ACTIONS IN SUPPORT OF MTO 13 | | | | |
| | | <u>Due Date</u> | <u>Owner</u> | <u>Comments</u> |
| 13.1 | Maintain invoice payment performance. | | | |
| 13.1.1 | Maintain invoice payment performance at 2008/09 levels and our policy of paying all undisputed invoice payments within the terms agreed with the supplier. | Mar 2010 | CPS | ✓ 95.3% of undisputed invoices paid within 30 days. Monthly performance in 2008/09 ranged from 90.7% to 94.5% (Target 95%). |
| 13.1.2 | Ensure that business rate payers are aware of the relief that is available. | Mar 2010 | CPS | ✓ Ratepayers are informed with their rate bill or advised when they make telephone contact. The website contains full details. |
| 13.1.3 | Ensure that Council Tax payers are aware of benefit discounts, reductions and exemptions. | Mar 2010 | CPS | ✓ Council taxpayers are informed with their council tax bill or advised when they make telephone contact. The website contains full details. |
| 13.1.4 | Work with the local Citizen's Advice Bureau to develop an agreed approach to debtors. | Jun 2009 | CPS | ✓ Meetings have taken place with the local CAB regarding recovery procedures for unpaid amounts. |
| OPERATIONAL RISKS TO MTO 13 | | | <u>Owner</u> | <u>Progress on Mitigation Actions</u> |
| 13.1 | Invoice payments not authorised or not authorised in a timely manner. Mitigation: Send reminders to staff. | | CPS | General reminders are sent to all authorisers at six monthly intervals. Authorisers are also monitored individually and those with a poor track record of authorising invoices promptly are reminded on an individual basis. Revised/New Risk: None. |
| 13.2 | Ratepayers and taxpayers do not claim their entitlement. Mitigation: Ensure relevant information is included with business rates and Council Tax bills. Website contains relevant information. | | CPS | Ratepayers and council taxpayers are informed with their rates or council tax bill, or advised when they make telephone contact. The website contains full details. Revised/New Risk: None. |